Hawk Information Technology Services Pty Ltd

ABN: 14 065 997 926

Corporate Profile & Capabilites

Experience and Expertise

We operate on the premise that businesses and government today rely heavily on the availability, integrity, performance and governance of their IT infrastructure, systems and data. IT risk is a fundamental part of almost every organisation's risk universe today and managing risk in the IT environment, will be pre-eminent for many organisations.

We offer a variety of experience and skills which combine to provide business owners and management with tools, objective analysis and information, allowing them to better manage and reduce risks in their IT systems and environments.

Our principals each have in excess of 25 years experience in IT audit and IT risk management and each of our specialists have substantial experience in their areas of specialisation. Our resources operate across all industries, in government and non-government sectors, bringing a wide range of skills and providing a high level of expertise in the management of risk in subject areas which include (incomplete and indicative only):

- identification, documentation and assessment of controls/processes; development of associated test strategies, testing and recommending remedial action:

    - IT governance and return on IT investment

    - IT environment (general) controls; configuration, administration and security of a wide range of operating systems, networks and RDBMS environments; all aspects of access security impacting upon an organisation's processing and data integrity and security

    - effectiveness and integrity of business application systems (including financial accounting, procurement, payroll, HR, sales, inventory management, manufacturing, web applications systems, and many others)

    - compliance with 'good' practice, industry standards and government legislation and regulations (a few relevant examples are ISO/IEC 27001 Information Security, ISO/IEC 20000 IT Service Delivery, ITIL, payment card industry data security standard, CoBiT, NSW M2012-15 - Digital Information Security Policy, Sarbannes Oxley controls; business applications and general controls, ISAE 3402 Data Center Controls).

- disaster recovery and business continuity

- privacy and confidentiality

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- contract management and service level agreements; assisting management develop effective contracts and service level agreements (with internal stakeholders and also with third party providers)

- performance of third party providers against contract

- risk assessments and assisting in the development of risk mitigation plans (eg addressed to specific content and focus within corporate risk registers, use of the various Cloud services, any focus area important to the Executive and central to business effectiveness and success)

- web content management

- information management and data security/integrity

- intellectual property, copyright

- fraud assessment and prevention measures (focussing on the IT environment and systems).

We utilise a wide range of approaches and means to assist management, including:

- IT audits (for example, IT environment, business and administration systems, end-to-end process audits, deep-dive audits, business process improvement emphasis, operational systems audits, other special focus such as access security, data security, IT communications)

- IT risk assessments (for example, assessing the IT impact upon business viability, performance, reputation, competitive edge, effectiveness/efficiency, information privacy and confidentiality; assisting in the establishment of risk mitigation programs)

- Critical assessment of process effectiveness and assistance in the redesign/improvement of processes

- IT governance reviews (addressing management direction, ownership/custodianship, communication, responsibility, accountability, return on investment)

- Pre-implementation reviews (delivering timely observations with a view to minimising risk, reducing costs and maximising the IT outcomes and deliverables)

- Post implementation and benefits realisation reviews; assessing the extent to which an organisation has achieved the benefits previously agreed to as the basis for a system development/implementation project.

- Project governance reviews and performance of the IT Project Governance role (addressing direction, ownership/custodianship, communication, responsibility, accountability, planning, resourcing, quality, project office, compliance with methodology, and more)

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- Data analytics (computer assisted audit techniques, CAAT, utilised in support of audit, management/operational processes, investigation and forensic requirements); CAAT are independent extract and analysis programs that can be utilised by management and audit to assess the integrity of their systems, to augment the reporting facilities from their current computer systems and to support investigations and forensics.

- Development of Fraud Detection methodologies and frameworks as well as eDiscovery investigation tools.

- Compliance pre-accreditation reviews (for example, for compliance with common standards such as PCIDSS, ISO/IEC 27001, ISO/IEC20000)

- Assisting management in the development and implementation of frameworks, policies, procedures and standards, to establish and improve controls in their IT environments.   Provide advice, drafting documentation, training but excluding final acceptance and ownership.

- Business impact assessments and assistance with the development / implementation of disaster recovery and business continuity plans.

- Advice and assistance with regard to the development of IT Strategic Plans.

Our experience is further reflected in the summary of our capability below and detailed in the personal curricula vitae on this page. Additional and more detailed CVs can be provided on request.

In summary we aim to meet/exceed your expectations through:

- the provision of mature resources with substantial management and appropriate technical expertise/skills, and, empathy for your business resource and operational requirements

- the establishment of sound relationships with your management and staff

- responsiveness to your demands and priorities

- the maintenance of a flexible approach to servicing your requirements, minimising our impact upon your operations and resources

- our availability to ensure effective communication, at all times.

Contact Information

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